

CU Training

Business Skills Development Course List



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Accounting Fundamentals	<ul style="list-style-type: none">✓ Basic Accounting Principles and Framework✓ The Accounting Equation and Financial Statements✓ The Accounting Cycle and Accrual Accounting✓ Accounting Transactions and Books of Account✓ Trial Balance & Adjusting Entries✓ The Income Statement✓ The Balance Sheet✓ The Cash Flow Statement✓ Accounting for Companies' Stock Transactions and Dividends✓ Outsourcing Financial Activities✓ Accounting for Sales Returns✓ Deconstructing the Balance Sheet
Business Writing	<ul style="list-style-type: none">✓ Business Writing: Know Your Readers and Your Purpose✓ Business Writing: How to Write Clearly and Concisely✓ Business Writing: Editing and Proofreading✓ Writing for Business
Coaching Essentials	<ul style="list-style-type: none">✓ Business Coaching: Getting Ready to Coach✓ Business Coaching: Conducting Coaching Sessions✓ Business Coaching: Building the Coaching Relationship✓ Business Coaching: Using Different Coaching Styles✓ The Art of Effective Coaching✓ Coaching
Communications	<ul style="list-style-type: none">✓ Effective Team Communication✓ Communication Skills
Customer Advocacy	<ul style="list-style-type: none">✓ Customer Advocacy: Communicating to Build Trusting Customer Relationships✓ Customer Advocacy: Enhancing the Customer Experience✓ Customer Advocacy: Supporting Customer Advocacy

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Customer Service Fundamentals	<ul style="list-style-type: none">✓ Customer Service Fundamentals: Building Rapport in Customer Relationships✓ Customer Service in the Field✓ Customer Service over the Phone✓ Internal Customer Service✓ Customer Service Confrontation and Conflict✓ Shaping the Direction of Customer Service in Your Organization✓ Aligning Performance to Key Indicators✓ The Angry Caller: What's Your Plan?✓ Identifying and Managing Customer Expectations✓ Creating and Sustaining a Customer-focused Organization✓ Customer-focused Interaction✓ Listening to your Customers✓ Developing Your Customer Focus
Email Essentials for Business	<ul style="list-style-type: none">✓ Using E-mail and Instant Messaging Effectively✓ Addressing and Redistributing E-mail✓ Managing Your E-mail
Fundamentals of Working with Difficult People	<ul style="list-style-type: none">✓ Working with Difficult People: Identifying Difficult People✓ Working with Difficult People: How to Work with Aggressive People✓ Working with Difficult People: How to Work with Negative People✓ Working with Difficult People: How to Work with Procrastinators✓ Working with Difficult People: How to Work with Manipulative People✓ Working with Difficult People: How to Work with Self-serving People✓ Working with Difficult People: Dealing with Micromanagers✓ Coping with Aggressive Behavior in the Workplace✓ Blame Backfires – Conquer Negative Thinking✓ Reacting to Co-workers Who Try Taking Advantage
Generating Creative & Innovative Ideas	<ul style="list-style-type: none">✓ Generating Creative and Innovative Ideas: Enhancing Your Creativity✓ Generating Creative and Innovative Ideas: Maximizing Team Creativity✓ Generating Creative and Innovative Ideas: Verifying and Building on Ideas✓ Executing Innovation✓ Getting Ready to Present✓ Creativity: Developing and Communicating Ideas

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Grammar Basics	<ul style="list-style-type: none">✓ Business Grammar: Parts of Speech✓ Business Grammar: Working with Words✓ Business Grammar: The Mechanics of Writing✓ Business Grammar: Punctuation✓ Business Grammar: Sentence Construction✓ Business Grammar: Common Usage Errors
Interpersonal Communication	<ul style="list-style-type: none">✓ Interpersonal Communication: Communicating with Confidence✓ Interpersonal Communication: Targeting Your Message✓ Interpersonal Communication: Listening Essentials✓ Interpersonal Communication: Communicating Assertively✓ Interpersonal Communication: Being Approachable✓ Interpersonal Communication✓ Making Yourself Approachable✓ Asserting Yourself in the Workplace
Leadership Essentials	<ul style="list-style-type: none">✓ Leadership Essentials: Motivating Employees✓ Leadership Essentials: Communicating Vision✓ Leadership Essentials: Building Your Influence as a Leader✓ Leadership Essentials: Leading with Emotional Intelligence✓ Leadership Essentials: Leading Business Execution✓ Leadership Essentials: Leading Innovation✓ Leadership Essentials: Leading Change✓ Leadership Essentials: Creating Your Own Leadership Development Plan✓ Motivating Employees and Leading Change Simulation✓ Leading Teams through Change✓ Leading Outside the Organization✓ Knowing When to Take Leadership Risks✓ Wanted - Innovation Leaders✓ Developing a Business Execution Culture✓ Leading Change✓ Leader as Motivator✓ Leading Innovation✓ Leading Organizational Vision✓ Motivating Human Behavior✓ Communicating a Shared Vision✓ Emotional Intelligence

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Leading Teams	<ul style="list-style-type: none">✓ Leading Teams: Launching a Successful Team✓ Leading Teams: Establishing Goals, Roles, and Guidelines✓ Leading Teams: Developing the Team and its Culture✓ Leading Teams: Building Trust and Commitment✓ Leading Teams: Fostering Effective Communication and Collaboration✓ Leading Teams: Motivating and Optimizing Performance✓ Leading Teams: Dealing with Conflict✓ Leading Teams: Managing Virtual Teams✓ Building Trust Incrementally✓ Inspiring your Team✓ Support Your Leader✓ Developing Self-Sufficient Teams✓ Choosing the Right Team Culture✓ Managing Communications in a Virtual Team✓ Building and Leading Teams✓ Meeting Team Performance Challenges
Management Essentials	<ul style="list-style-type: none">✓ Management Essentials: Directing Others✓ Management Essentials: Delegating✓ Management Essentials: Developing Your Direct Reports✓ Management Essentials: Confronting Difficult Employee Behavior✓ Management Essentials: Managing a Diverse Team✓ Management Essentials: Treating Your Direct Reports Fairly✓ Management Essentials: Caring about Your Direct Reports✓ Acting Decisively✓ Dismissing an Employee✓ Managing Fairly
Manager Essentials - First Time Managers	<ul style="list-style-type: none">✓ First Time Manager: Understanding a Manager's Role✓ First Time Manager: Challenges✓ First Time Manager: Meeting Expectations✓ New Manager Transitions✓ Adopting the Appropriate Management Style

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Microsoft Office 2010: Beginning Outlook	<ul style="list-style-type: none">✓ Getting Started with Outlook 2010✓ Managing Conversations and Organizing E-mail in Outlook 2010✓ Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010✓ Using the Calendar for Appointments, Events, and Meetings in Outlook 2010✓ Managing Meetings and Customizing the Calendar in Outlook 2010✓ Outlook 2010 Social Connector and Messaging✓ Working with Contacts in Outlook 2010✓ Using the Tasks, Notes, and Journal Features in Outlook 2010
Microsoft Office 2010: Beginning PowerPoint	<ul style="list-style-type: none">✓ Getting Started with PowerPoint 2010✓ Visually Enhancing PowerPoint 2010 Presentations✓ Adding Images to Presentations in PowerPoint 2010✓ Using Multimedia and Animations in PowerPoint 2010
Microsoft Office 2010: Beginning Word	<ul style="list-style-type: none">✓ Getting Started with Word 2010✓ Formatting and Working with Text in Word 2010✓ Organizing and Arranging Text in Word 2010✓ Moving Around in Word 2010✓ Structuring Word 2010 Documents✓ Reviewing Documents in Word 2010✓ Saving, Sharing, and Printing in Word 2010✓ Customizing the Behavior and Appearance of Word 2010✓ Drawing and Inserting Graphics in Word 2010
Microsoft Office 2010: New Features	<ul style="list-style-type: none">✓ Office 2010 New Core Features✓ New Messaging and Collaboration Features in Office 2010✓ Office 2010 Web Apps and New Features in Publisher and Mobile
Microsoft Office 2010 New Features for Users Migrating from Office 2003	<ul style="list-style-type: none">✓ The New Office 2010 Interface, Word 2010, and Excel 2010✓ Outlook 2010 and Collaboration in Office 2010✓ New Features for PowerPoint, Publisher, and Access in Office 2010
Microsoft Office 2013: Advanced Excel	<ul style="list-style-type: none">✓ Creating and Customizing Visual Elements in Excel 2013✓ Customizing Options and Views in Excel 2013✓ Manipulating Data in Excel 2013✓ Data Search, Data Validation, and Macros in Excel 2013

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Microsoft Office 2013: Advanced Outlook	<ul style="list-style-type: none">✓ Formatting E-mail and Configuring Message Options in Outlook 2013✓ Management and Customization in Outlook 2013✓ Mail Automation, Cleanup, and Storage in Outlook 2013✓ Collaboration & Customization with the Calendar, Contacts and Tasks in Outlook 2013
Microsoft Office 2013: Advanced Powerpoint	<ul style="list-style-type: none">✓ Advanced Slide Shows Tools in PowerPoint 2013✓ Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013
Microsoft Office 2013: Advanced Word	<ul style="list-style-type: none">✓ Advanced Formatting in Word 2013✓ Customizing Document Layout in Word 2013✓ Advanced Table Customization in Word 2013✓ Inserting and Formatting Graphics in Word 2013✓ Navigating and Reviewing Documents in Word 2013✓ Reference Tools and Mail Merge in Word 2013✓ Adjusting Document Views and Customizing the Appearance of Word 2013✓ Sharing and Collaboration in Word 2013
Microsoft Office 2013: Beginning Excel	<ul style="list-style-type: none">✓ Creating Workbooks, Worksheets, and Data in Excel 2013✓ Saving and Printing Data in Excel 2013✓ Formatting Cells and Worksheets in Excel 2013✓ Formatting Data in Excel 2013✓ Presenting Data using Conditional Formatting and Sparklines in Excel 2013✓ Performing Calculations Using Functions in Excel 2013✓ Presenting Data in Tables and Charts in Excel 2013
Microsoft Office 2013: Beginning Outlook	<ul style="list-style-type: none">✓ Working with E-mail in Outlook 2013✓ Managing E-mail in Outlook 2013✓ Working with Contacts in Outlook 2013✓ Scheduling with Appointments, Events, and Tasks in Outlook 2013✓ Working with Meetings in Outlook 2013
Microsoft Office 2013: Beginning Powerpoint	<ul style="list-style-type: none">✓ Creating Presentations in PowerPoint 2013✓ Enhancing PowerPoint 2013 Presentations✓ Animations and Media in PowerPoint 2013✓ Finalizing a PowerPoint 2013 Presentation

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Microsoft Office 2013: Beginning Word	<ul style="list-style-type: none">✓ Performing Basic Tasks in Word 2013✓ Editing and Formatting in Word 2013✓ Structuring a Document in Word 2013✓ Adding Lists and Objects in Word 2013✓ Using Tables in Word 2013
Negotiation Essentials	<ul style="list-style-type: none">✓ Negotiation Essentials: What Is Negotiation?✓ Negotiation Essentials: Planning for Negotiation✓ Negotiation Essentials: Communicating✓ Negotiation Essentials: Persuading✓ Negotiation Essentials: Avoiding Pitfalls in Negotiations✓ Negotiation Essentials✓ Effective Body Language in Negotiations✓ Vendor Negotiations: Choosing the Best Approach✓ Location Does Matter
Organizational Behavior	<ul style="list-style-type: none">✓ Fundamentals of Organizational Behavior for the Individual✓ Fundamentals of Organizations – Groups✓ Understanding Organizational Power and Politics✓ Organizational Structure and Employee Behavior✓ Organizational Behavior: Dynamics of a Positive Organizational Culture
Organizational Change	<ul style="list-style-type: none">✓ Managing Change: Understanding Change✓ Managing Change: Building Positive Support for Change✓ Managing Change: Dealing with Resistance to Change✓ Managing Change: Sustaining Organizational Change✓ Communicating Properly during Layoffs✓ Involving Employees in Corporate Change✓ Communicating Organizational Change✓ Developing People✓ Beyond Change: Working with Agility
Organizational Priorities - Setting and Managing	<ul style="list-style-type: none">✓ Setting and Managing Priorities within the Organization: Mission and Goals✓ Setting and Managing Priorities within the Organization: Deciphering Priorities✓ Setting and Managing Priorities within the Organization: Motivation✓ Setting and Managing Priorities within the Organization: Communication✓ Do You Share Your Organization's Values?

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Peer Relationships	<ul style="list-style-type: none">✓ The Value of Peer Relationships✓ Developing Strategic Peer Relationships in Your Organization✓ Forming Peer Relationships and Alliances at Work✓ Peer Political Styles✓ Building Better Relationships through Understanding✓ Building Peer Relationships
Performance Management	<ul style="list-style-type: none">✓ Talent Management: Basics✓ Talent Management: Planning✓ Talent Management: Acquiring Talent✓ Talent Management: Developing and Engaging Talent✓ Talent Management: Retaining Talent✓ Planning for Performance✓ Monitoring and Improving Performance✓ Reviewing and Rewarding Performance✓ Recognizing and Diagnosing Problem Performance✓ First Steps for Turning Around a Performance Problem✓ Using Progressive Discipline to Correct Problem Performance✓ Preventing Problem Performance✓ Underperforming employee-now what?✓ Managing Performance
Performance Under Pressure	<ul style="list-style-type: none">✓ Developing the Right Attitude for Performing under Pressure✓ Taking Action for Performing under Pressure✓ Performing with Others under Pressure
Personal Productivity Improvement	<ul style="list-style-type: none">✓ Personal Productivity Improvement: Managing Your Workspace✓ Personal Productivity: Self-organization and Overcoming Procrastination✓ Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
Presentation Skills	<ul style="list-style-type: none">✓ Basic Presentation Skills: Planning a Presentation✓ Basic Presentation Skills: Creating a Presentation✓ Basic Presentation Skills: Delivering a Presentation✓ Handling Difficult Questions as a Presenter

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Problem Solving and Decision-Making Strategies	<ul style="list-style-type: none">✓ Problem Solving: The Fundamentals✓ Problem Solving: Determining and Building Your Strengths✓ Problem Solving: Digging Deeper ✓ Decision Making: The Fundamentals✓ Decision Making: Tools and Techniques✓ Decision Making: Making Tough Decisions✓ Uncovering the Root Problem✓ Playing the Devil's Advocate in Decision Making✓ Turning Problems Around with Reverse Brainstorming✓ Solving Problems: Process, Tools, and Techniques
Project Management	<ul style="list-style-type: none">✓ Project Management Fundamentals✓ Communication Skills and Project Management
Time Management	<ul style="list-style-type: none">✓ Time Management: Analyzing Your Use of Time✓ Time Management: Planning and Prioritizing Your Time✓ Time Management: Avoiding Time Stealers✓ Coping with Information Overload✓ Prioritizing Personal and Professional Responsibilities✓ Planning for Interruptions Helps With Procrastination✓ Setting and Managing Priorities✓ Coping with Conflicting Priorities✓ Setting Goals

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